



California Institute for Mental Health

TO: COUNTY MENTAL HEALTH DIRECTORS

FROM: SANDRA N. GOODMAN, Ph.D.

RE: SAMSHA STATEWIDE CONSUMER NETWORK EVALUATION PROJECT

The California Network of Mental Health Clients (CNMHC) is the recipient of a SAMHSA statewide consumer network grant. As such, CNMHC, through its Office of Self-Help/Technical Assistance and Support Center is promoting development of local consumer-run organizations and programs. CIMH will be performing an evaluation of the effectiveness of these development activities.

One of the evaluation activities involves completion of an annual survey about one important aspect of recovery principles; namely the sense of personal empowerment experienced by consumers. Ideally we will survey a broad segment of consumers and staff from across the State's public mental health system.

CIMH is requesting your support with the administration of these surveys. We are hoping to have at least 1,000 surveys completed by a combination of consumers and staff. Specifically, we would like each county to make surveys available for completion during a two-week period beginning February 1 through February 15, 2006. Ideally, surveys will be available at county and organizational provider clinics with requests for the surveys to be completed by consumers and staff. The surveys are anonymous. No names are provided. At the end of the two-week period the completed surveys can be gathered and returned to CIMH.

We believe that this survey will provide valuable information regarding consumer involvement, and we look forward to sharing the results with you, which we think will be helpful as you begin to implement the Mental Health Services Act. We are hopeful that you will be able to assist us with this project.

If you are willing to support administration of the survey, or you have any questions, please contact Monica Aguilera via email maquilera@cimh.org or by phone (916) 556-3480 ext. 128.

DIRECTIONS

There are two versions of this survey; one for staff and one for consumers. The surveys are clearly marked. The goal of this survey is to gather information from both direct service staff and consumers.

Please distribute the both forms of the survey throughout your county clinics, waiting rooms and to your provider agencies.

Please make every attempt to gather information from as many consumers as possible. Once completed:

Please gather and return these surveys to:

**CiMH
2125 19TH STREET, 2nd FI
SACRAMENTO, CA 95818**

Name of County and Agency_____
Date

Sex M / F

Age _____

Ethnicity _____

INSTRUCTIONS TO PROVIDERS

Using the scale below please circle the answer for each question in regard to the mental health agency/organization in which you work and provide service to the consumer.

QUESTIONNAIRE

How satisfied do you think **consumers** are in your agency about?

1. How much consumers get to make decisions about the services your Mental Health agency provides.

5= Very satisfied; 4= Satisfied; 3= Equal; 2= Dissatisfied; 1= Very dissatisfied;
9= No response

2. How much consumers get to make decisions about the rules.

5= Very satisfied; 4= Satisfied; 3= Equal; 2= Dissatisfied; 1= Very dissatisfied;
9= No response

3. How much consumers get to make decisions about the activities that are planned.

5= Very satisfied; 4= Satisfied; 3= Equal; 2= Dissatisfied; 1= Very dissatisfied;
9= No response

4. With the amount of opportunities consumers can take on a job or task at the Mental Health Agency.

5= Very satisfied; 4= Satisfied; 3= Equal; 2= Dissatisfied; 1= Very dissatisfied;
9= No response

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5. With the amount of opportunities consumers have to make suggestions to staff regarding changes or improvements.

5= Very satisfied; 4= Satisfied; 3= Equal; 2= Dissatisfied; 1= Very dissatisfied;
9= No response

The above questions were adapted with the permission of Steven Segal, and Tanya Temkin and are modeled on their Organizational Empowerment Scale (1995).

6. Do you think your Mental Health agency understands recovery principles?
Comments:

DEFINITIONS

*The word mental health "consumer" is interchangeable with mental health client, survivor, or person with a mental disability or illness, depending on how a person chooses to identify him/herself.

**A Mental Health "provider" refers to someone who provides treatment, services, and/or support to mental health consumers.

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Name of County and Agency _____

Date _____

Sex M / F

Age _____

Ethnicity _____

INSTRUCTIONS FOR CONSUMERS*

Using the scale below please answer each question regarding the Self Help** agency (if you participate in one) and also for the Mental Health*** Answer both if applicable.

QUESTIONNAIRE

Circle the appropriate number for your responses.

1. How much you get to make decisions about the services at the...

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response

2. How much you get to make decisions about the rules

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response

3. How much you get to make decisions about the activities that are planned

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response

4. Your opportunities to take on a job or task.

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
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Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response
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5. Your opportunities to make suggestions of changes or improvements to the staff

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response

The above questions were used with the permission of Steven Segal, and Tanya Temkin and are taken from their organizational Empowerment Scale (1995).

6. How satisfied are you with Self Help/Mental Health agencies use of recovery principles in your treatment?

Self Help Agency	5 = very satisfied; 4 = satisfied; 3 = equally; 2 = dissatisfied; 1 = very dissatisfied; 9 = no response
Mental Health Agency	5=very satisfied; 4=satisfied; 3=equally; 2=dissatisfied; 1=very dissatisfied; 9=no response

7. Do you think your Self Help Group understands recovery principles?

Comments:

8. Do you think your Mental Health agency understands recovery principles?

Comments:

DEFINITIONS

*The word mental health "consumer" is interchangeable with mental health client, survivor, or person with a mental disability or illness, depending on how a person chooses to identify him/herself.

**A "Self Help" organization is defined as a group/agency/organization that is run by mental health consumers/clients/survivors.

***A Mental Health agency refers to an organization that provides treatment, services, and/or support to mental health consumers.

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